

# CASE STUDY

## Managing a Complex Redundancy Process During a Shop Floor Restructure



### CHALLENGE

A manufacturing business needed to restructure its shop floor operation due to changing trading patterns and future plans. The existing staffing model was no longer sustainable, and the leadership team understood that the process could cause uncertainty for staff. They required professional HR support to ensure the changes were handled fairly, legally, and with sensitivity.

### KEY OBJECTIVES

- Redesign the shop floor structure to better meet operational needs.
- Carry out a fair and transparent redundancy process.
- Ensure all affected employees understood their rights, options, and opportunities for redeployment.
- Maintain morale and minimise disruption across the wider workforce.

### SOLUTION

EC Human Resources oversaw the full restructure and redundancy process. Emma provided calm, practical guidance from the outset, helping the business approach a sensitive period with confidence. She worked with management to shape a new structure aligned with current demands.

As part of the process, Emma invited volunteers for redundancy, outlined new roles within the revised structure, and supported employees to apply for suitable alternatives. She handled all formal requirements, including consultation letters, outcome letters, and redundancy calculations.

Emma also conducted all consultation meetings on the company's behalf. These were planned carefully, delivered with empathy, and fully compliant with employment law, ensuring staff had the chance to ask questions and understand their options throughout.

### RESULTS AND OUTCOMES

The business completed the restructure smoothly and achieved a shop floor model better suited to operational needs. Several employees moved into new roles, and the redundancy process remained fair, compliant, and undisputed. Morale settled quickly after the changes, and management reported greater clarity and stability moving forward.

### CLIENT FEEDBACK

Emma provided clear guidance and a calm, reassuring presence at what could have been a very difficult time. She handled every step professionally and sensitively, ensuring staff were supported and fully informed. We could not have managed this without her expertise.

